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BID No. 04/21

REQUEST FOR PROPOSALS

FOR

**MULTILINGUAL WEB CONFERENCING PLATFORM
FOR THE GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES**

**DEPARTMENT OF CONFERENCE AND MEETING MANAGEMENT (DCMM)
OFFICE OF THE ASSISTANT SECRETARY GENERAL (OASG)**

**GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES
DEPARTMENT OF PROCUREMENT AND MANAGEMENT OVERSIGHT (DPMO)**

May 28, 2021

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1 BACKGROUND

The Organization of American States (OAS) is a public international organization, with headquarters at 1889 F. St. N.W., Washington, D.C. 20006. The OAS brings together the nations of the Western hemisphere to promote democracy, strengthen human rights, foster peace, security and cooperation and advance common interests. For more information about the OAS, please refer to the OAS's web site at www.oas.org.

The General Secretariat of the OAS (GS/OAS) is the central and permanent organ of the OAS in accordance with Article 107 of the Charter.

The Department of Conferences and Meetings Management (DCMM) coordinates and oversees delivery of conference logistics services for in-person, virtual, and hybrid meetings of the General Assembly, the Meeting of Consultation of Ministers of Foreign Affairs, and the Permanent Council and its committees, subcommittees, working groups, and other subsidiary bodies. DCMM also coordinates with Secretariats, Executive Secretariats, Departments, and Offices needing conference services.

As well, DCMM advises and collaborates and negotiates with host country officials on all matters related to the conference services needed for holding in-person, virtual, or hybrid meetings; on the most specialized and suitable personnel needed to render support during meetings and/or conferences; and on technological equipment, supplies, and facilities to be provided by the host country, and the portion to be contributed by the General Secretariat.

Between March 2020 and February 2021, DCMM organized more than 200 virtual multilingual meetings and more than 250 virtual multilingual test meetings.

2 OBJECTIVE

The General Secretariat of the Organization of American States (GS/OAS), through the Department of Conferences and Meetings Management (DCMM), hereby seeks a response to this Request for Proposal (RFP) for the GS/OAS Multilingual Web Conferencing Platform.

The aim of this RFP is to select a company or various companies to deliver a Multilingual Web Conferencing Platform service, under the Terms of Reference stipulated in this RFP.

3 TERMS OF REFERENCE

The Terms of Reference (TORs) of the Multilingual Web Conferencing Platform Services for the GS/OAS are outlined in Appendix 1 of this RFP, and, therefore, become part of it.

4 GOVERNING LAW

This selection process is regulated by:

- a) This RFP.
- b) The Procurement Contract Rules of the GS/OAS, approved by Executive Order No. 00-1.
- c) The Performance Contract Rules, approved by Executive Order No. 05-04, Corr. No. 1.
- d) The Executive Orders, memoranda and other dispositions and official documents of the GS/OAS applicable to this process.

5 PROPOSAL FORMAT

Proposals must be structured in four separate documents:

1. Technical Proposal
2. Pricing
3. Legal Documentation
4. Financial Documentation

6 PROPOSAL CONTENT REQUIREMENTS

6.1 Technical Proposal

The Technical Proposal shall include the following information/documents:

Documents related to Bidder's Experience

- a) A general description of the background and organization of the bidding firm.
- b) A detailed description of the Bidder's work experience similar or relevant to this Project. The description shall substantiate its qualifications and capabilities to satisfy

the requirements of the RFP.

- c) A minimum of five (5) references from Bidder's clients to which similar or relevant services were provided during the last three (3) years. These references should include: the name of the client, contact person, telephone and fax numbers and e-mail address, and a description of the work performed and the duration of the Project. Please follow Format 3 of Appendix 3.

Documents related to the Project

- d) A Statement of Work (SOW) which shall include a description of the basic infrastructure and associated professional services offered, implementation methodology, deliverables, and an estimated timeline for delivery of the requested services (milestones), in accordance with the TORs, Appendix 1 of this RFP.
- e) If the Bidder plans to perform the work with subcontractors and/or in joint venture with other firms, an explanation of the relationship between the firms and how potential inefficiencies in the organization, communications, and Project processes can be avoided. If the form of a joint venture is considered, the Technical Proposal should additionally address joint and other liabilities for all partners.

Documents related to Bidder's Personnel

- f) The resume of the lead professional staff person who will be assigned to this project as "Project Manager", and two concise but descriptive summaries of this person's prior experience with similar projects. Professional skills and previous experience of the technical team to be assign to the Project is required.

Bidder's Point of Contact

- g) Information of Bidder's point(s) of contact. Provide the name, position, telephone number, email, and fax of the person or persons serving as coordinator or focal point of information of the Bidder concerning this bidding process.

6.2 Price Proposal

- a) The Bidders shall submit a Price Proposal expressed in US Dollars (US\$) with a validity of ninety (90) days. Price proposal must detail all applicable service fees and hourly usage costs when applicable. Bidders must offer a 30-day trial period of the platform after which period GS/OAS will award the contract if determined that the proposed solution satisfies GS/OAS multilingual conferencing needs.

6.3 Legal Documentation:

- a) A copy of the Bidder's certificate of incorporation issued by the competent authority of its country.
- b) A copy of the Bidder's bylaws.
- c) A copy of the Bidder's licenses and certifications in the corresponding jurisdiction (if required under the law of the duty station where the work is to be performed).
- d) A copy of the W-9 Form for US Companies and the Employer Identification Number for companies outside of the US.
- e) A list of the directors, officers, and the names of any stockholder with more than 50% of the stock.
- f) Acceptance of the Contractual Terms and Conditions Statement. The statement should follow Format 1 of Appendix 3.
- g) A disclosure statement of conflict of interest. The statement should follow Format 2 of Appendix 3. In the event of the Bidder intends to subcontract or perform the Contract in joint venture, such statement shall be also disclosure by the subcontractors and by each member of the joint venture.

6.4 Financial Documentation:

- a) A copy of the Bidder's latest general balance sheet of 2020; and copy of the Bidder's latest three (3) audited financial statements, for the years 2018, 2019, 2020.

7 PROPOSAL EVALUATION

7.1 Requests for Clarification

- 7.1.1 In order to enhance the GS/OAS understanding of Proposals, allow reasonable interpretation of the Proposal, or facilitate the evaluation process, the GS/OAS may submit, in writing, any inquiry or request to the Bidders for explanation, substantiation or clarification of certain aspects of its Proposals.
- 7.1.2 Likewise, during the evaluation process, the GS/OAS may offer the Bidders an opportunity to eliminate minor irregularities, informalities, or apparent clerical mistakes in its Proposals.
- 7.1.3 Requests for clarifications shall not be used to cure Proposal deficiencies or material omissions that materially alter the technical or cost elements of the Proposal, and/or otherwise revise the Proposal.

- 7.1.4 Inquires or requests for clarification will be addressed to the point of contact indicated by the Bidders in its Proposal.

7.2 Evaluation Process

- 7.2.1 The evaluation of the Proposals will be performed as a whole, in two (2) phases: Technical Evaluation and Price Evaluation. The purpose of the Technical Evaluation is to analyze and evaluate the Technical Proposal, and the purpose of the Price Evaluation is to analyze and evaluate the price offered.
- 7.2.2 Proposals will be admitted for evaluation only if they comply with the mandatory minimums contained in the TORs. Once admitted, the GS/OAS shall analyze and rate those Proposals using the evaluation factors set forth in paragraph 7.5

7.3 Bidder's Warranties

By submitting a proposal in response to this RFP, the Bidder represents and gives express warranty of:

- 7.3.1 Its knowledge and acceptance of RFP and the rules and conditions that governs the bidding process.
- 7.3.2 That it has studied and is thoroughly familiarized with the requirements and specifications of the Multilingual Web Conferencing Platform in its entirety. This includes familiarity with the technical and contractual information contained in this RFP and its Attachments, with all current equipment, labor, material, market conditions, shipping and with applicable laws, such that the Bidder accepts responsibility for and is prepared to execute and shall completely fulfill all obligations outlined in Appendix 2, Contractual Terms and Conditions.
- 7.3.3 The accuracy and reliability of all information it submits in this procurement process.
- 7.3.4 Its knowledge that its proposal does not create any right in or expectation to a contract with the GS/OAS.
- 7.3.5 That the Bidder shall bear any and all costs or expenses associated with or incurred in the formulation or development of a proposal in response to this RFP.

7.4 Submitting a Proposal in a Joint Venture

Any firm may bid independently or in joint venture confirming joint and several liability, either with domestic firms and/or with foreign firms. The GS/OAS does not accept conditions of

bidding which require mandatory joint ventures or other forms of mandatory association between firms.

7.5 Award Criteria

Proposals will be admitted for evaluation only if they comply with the mandatory minimums contained in the RFP. Once admitted, the GS/OAS will review, evaluate, and compare those Proposals according to, but not necessarily limited to, the following criteria:

- a) **Responsiveness.** Whether the Bidder's Technical Proposal conforms in all material respects to the RFP.
- b) **Financial Capability.** Assesses the financial condition of the Bidder to perform the Contract through the review of the Bidder's financial statements.
- c) **References Check.** The GS/OAS will request performance information from Bidder's previous clients.
- d) **Responsibility.** Whether the Bidder's Technical Proposal meets the RFP's technical specifications in order to determine its capability, tenacity, and perseverance to perform the Contract.
- e) **Relevant Experience / Past Performance.** Assesses Bidder's capability, comprising of three elements: i) observation of the historical facts of Bidder's work experience (what work it did, when and where it did it, whom it did it for, and what methods it used); ii) qualitative judgments about breadth, depth, and relevance of that experience based on those observations; and iii) qualitative judgments about how well the Bidder performed, also based on those observations.

Bidder's relevant experience and past performance will be evaluated in respect to past or current efforts similar or relevant to this Bid.

- f) **Key Personnel.** Assesses the qualifications and relevant experience of the key personnel that the Bidder intends to use to perform the Contract, and its organization. Selection by the Bidder of the best trained personnel available is crucial to the success of the Contract, and will be a key element for the evaluation of the Proposal.
- g) **Work Plan.** Assesses the completeness of the Proposal in order to determine technical compliance as per the Scope of Work detailed on the Appendix 1

- h) **Innovation / Enhancements.** Favorable consideration will be given to those Bidders that offer greater performance through enhancements to the work called by the TORs, such as new technology that will enhance and improve the security work.

Criteria	Weight
Technical	60%
Price	40%

7.6 Right to Cancel the RFP and/or Reject Proposals

- 7.6.1 This RFP does not in any manner whatsoever constitute a commitment or obligation on the part of GS/OAS to accept any proposal, in whole or in part, received in response to this RFP, nor does it constitute any obligation by GS/OAS to acquire any goods or services.
- 7.6.2 The GS/OAS has the right to reject any and all proposals, and to disqualify any proposal not responsive to the minimum technical requirement and minimum proposal content specified in this RFP.

7.7 Discussions and Negotiations

Before awarding the Contract, the GS/OAS may choose to negotiate the terms, conditions and deliverables of the Contract with the Bidders that, in the opinion of GS/OAS, are within the competitive range. After the negotiations, the GS/OAS will issue a request for Best and Final Offer (BAFO) so those Bidders will have the opportunity to revise or modify its initial Proposal. The GS/OAS shall analyze and rate those BAFOs using the evaluation factors set forth in paragraph 7.5.

7.8 Award

- 7.8.1 A technical-economic analysis will be applied for the evaluation of the Proposals. Under this rule, the GS/OAS will evaluate both price and non-price factors and will award the Contract to the Bidder proposing the combination of factors which offers best value to the GS/OAS. Therefore, the GS/OAS reserves the right to consider award to other than the lowest price bidder or the highest technically rated bidder.
- 7.8.2 All technical evaluation factors, when combined, have higher level of importance than cost or price.

- 7.8.3 The GS/OAS reserves the right to award the contract to multiple contractors rather than a single contractor.
- 7.8.4 The GS/OAS reserves the right to reject any or all Proposals, and to partially award the Contract.
- 7.8.5 The award will be notified to the winning Bidder. Such communication shall not be construed as a Contract with the GS/OAS. The award is contingent upon the winning Bidder's acceptance of the terms and conditions of the proposed Contract, which will be drafted by the GS/OAS based on this RFP and the winning Proposal. Consequently, the Contract shall come into effect when signed by both GS/OAS and the duly authorized representative of the winning Bidder.
- 7.8.6 The Parties agree that the GS / OAS will have a trial period of the service for 30 days, starting from the moment the service is delivered. The GS/OAS will not be obliged to contract the service once the 30-day trial period ends and may terminate its use without penalty or cost to any of the Parties.

8 RFP SCHEDULE

The RFP Schedule represents the best estimate of the schedule that will be followed. The GS/OAS reserves the right, at its sole discretion, to adjust this schedule. Notification of any adjustment to the RFP Schedule will be provided to all Bidders registered through the Official GS/OAS Procurement Notices/Opportunities Portal directly to the email that Bidders register with.

Activities	Dates
Issue Request for Proposals	May 28, 2021
Bidder's inquiries due	June 4, 2021
Response to Bidder's Inquiries due	June 11, 2021
Proposal Closing Date	June 18, 2021
Proposals opening and review	From June 21 to June 25
Presentations from Bidders	From June 28 to July 2, 2021
Evaluation Process	From July 5 to July 16, 2021
Contract Award	July – August 2021

8.1 Registration at the Official GS/OAS Procurement Portal

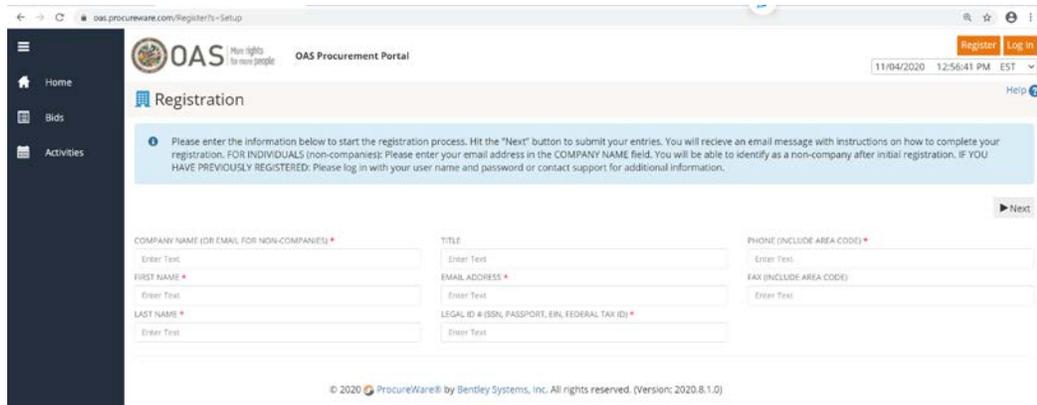
8.1.1 The GS/OAS will post this RFP and its appendices at the OAS website (<http://www.oas.org/OASpage/bid/default.asp>), United Nations Development Business website (www.devbusiness.com), dgMarket website (www.dgmarket.com) and at the Official GS/OAS Procurement Notices/Opportunities Portal (<https://oas.procurement.com/Bids>).

8.1.2 Companies interested in receiving updates of the RFP Schedule, requesting clarification and/or bidding will need to register until before **June 4, 2021** at the Official GS/OAS Procurement Notices/Opportunities Portal (<https://oas.procurement.com/Bids>).

8.1.3 To start the registration process, Bidder must complete the following fields and then hit the "Next" button to submit its entry. Bidders will receive an email message with instructions on how to complete the registration.

- a) Company Name
- b) First Name (Contact Person)
- c) Last Name (Contact Person)
- d) Title (Contact Person)
- e) Email Address (Contact Person. This email address will receive all further notifications)
- f) Legal ID # (EIN or Federal Tax ID of the Company)
- g) Phone (Contact Person)

8.1.4 Please note that unfortunately, some servers or SPAM filters may block important messages or send them to your junk mail folder because they do not recognize the sender. To help ensure that you receive all emails and further notifications from OAS/ProcureWare, please ensure to add our e-mail address noreply@procurement.com to your address book, contacts, and/ or "Safe Senders" list.



The screenshot shows a web browser window with the URL oas.procurement.com/Registrar/Setup. The page title is "Registration" and it features the OAS logo and "OAS Procurement Portal" text. A navigation menu on the left includes "Home", "Bids", and "Activities". The main content area contains a registration form with the following fields: COMPANY NAME (OR EMAIL FOR NON-COMPANIES), FIRST NAME, LAST NAME, TITLE, EMAIL ADDRESS, LEGAL ID # (SSN, PASSPORT, EIN, FEDERAL TAX ID), PHONE (INCLUDE AREA CODE), and FAX (INCLUDE AREA CODE). A "Next" button is located at the bottom right of the form. A blue informational banner at the top of the form reads: "Please enter the information below to start the registration process. Hit the 'Next' button to submit your entries. You will receive an email message with instructions on how to complete your registration. FOR INDIVIDUALS (non-companies): Please enter your email address in the COMPANY NAME field. You will be able to identify as a non-company after initial registration. IF YOU HAVE PREVIOUSLY REGISTERED: Please log in with your user name and password or contact support for additional information." The footer of the page includes the copyright notice: "© 2020 ProcureWare® by Bentley Systems, Inc. All rights reserved. (Version: 2020.8.1.0)".

Fig 1: Screenshot of the Official GS/OAS Procurement Notices/Opportunities Portal.

Source: <https://oas.procurement.com/Registrar?s=Setup>

8.2 Bidders' Inquires

- 8.2.1 Bidders may submit any inquiry or request for more information and clarification regarding terms of reference in this RFP until **June 4, 2021** through the Official GS/OAS Procurement Notices/Opportunities Portal at <https://oas.procureware.com/Bids>. Bidder must be registered to ask questions.
- 8.2.2 Bidder questions must clearly identify the number of the section of the RFP related to the question being asked.
- 8.2.3 The responses to these requests will be submitted through the Official GS/OAS Procurement Notices/Opportunities Portal directly to the email that you register with, on or before **June 11, 2021** where all submitted questions and answers (Q&A) will be available for registered Bidders.

8.3 Proposal Closing Date

- 8.3.1 Proposals shall be submitted through the GS/OAS Procurement Notices/Opportunities Portal at <https://oas.procureware.com/Bids> by **June 18, 2021**.
- 8.3.2 Bidders should not consider their proposal received unless they receive a Bid submission received confirmation email from our address noreply@procureware.com. It is the responsibility of the Bidder to ensure their proposal was received. The GS/OAS is not responsible for proposals not received due to email delivery issues.

8.4 Presentations from Bidders

- 8.4.1 Bidders are required to make a presentation to provide a demonstration of the platform and services proposed. Presentations will take place from **June 28, 2021 to July 2, 2021**.

9 GENERAL PROVISIONS

9.1 Language

All correspondence and responses to this RFP shall be made in English.

9.2 Data Information Usage

- 9.2.1 Bidder shall be liable for improper or incorrect use of the data collected or information disclosed to Contractor by GS/OAS in connection with its Proposal, and/or in connection with any subsequent contract negotiations between GS/OAS and the Contractor.
- 9.2.2 The data and related information are legal documents and are intended to be used as such.
- 9.2.3 Bidder takes full responsibility for any errors or mistakes with respect to its bid proposal. Contractor has used its best efforts to ensure the accuracy, reliability, and completeness of its proposal, and agrees that any cost of any modification of proposal or contract terms based on Contractor's error in the information it has provided with its proposal shall be borne solely by Contractor.

9.3 Privileges and Immunities

- 9.3.1 Nothing in this RFP shall constitute an express or implied agreement or waiver by the GS/OAS, the OAS, or their personnel of their privileges and immunities under the OAS Charter, the laws of the United States of America, or international law.
- 9.3.2 The Bidders are not entitled to any of the exemptions, privileges, or immunities, which the GS/OAS may enjoy arising from GS/OAS status as a public international organization.

9.4 Limited Use of Data

- 9.4.1 If the Proposal includes data that the Bidder does not want to disclose to the public for any purpose or used by the GS/OAS except for evaluation purposes, the Bidder shall include in its Proposal a statement signed by its legal representative with the following legend:

USE AND DISCLOSURE OF DATA

This Proposal includes data that shall not be disclosed outside the GS/OAS and shall not be duplicated, used, or disclosed— in whole or in part—for any purpose other than to evaluate this Proposal. If, however, a contract is awarded to this Bidder as a result of—or in connection with—the submission of this data, the GS/OAS shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the GS/OAS' right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets].

9.5 Confidentiality and Privacy

- 9.5.1 Contractor shall keep all work and services carried out hereunder and proprietary information disclosed hereunder entirely confidential, and not use, publish, sell, or make known, without the GS/OAS' written approval, any information, developed by the Contractor or provided by the GS/OAS, to any persons other than personnel of the parties to this Contract. Any public representation regarding the GS/OAS shall be made by the GS/OAS and any requests for information made to the Contractor by the news media, or others, shall be referred to the GS/OAS. Additionally, Contractor shall not reference the work performed for the GS/OAS under this Contract without prior written approval of the GS/OAS. For purposes of this Paragraph, proprietary information includes, but is not limited to any information that is generally understood as proprietary under common industry practices; and any matter designated as proprietary by the GS/OAS.
- 9.5.2 In addition, information that a party considers as proprietary or confidential and which it has indicated/marked as proprietary or confidential will be treated by receiving party in the same manner as receiving party treats its own proprietary or confidential information.
- 9.5.3 Period of confidentiality: The obligations under paragraph above, shall continue, notwithstanding the expiration or termination of this Contract.

9.6 Due Diligence and Information on the Contract

- 9.6.1 By submitting a Proposal, the Bidder represents and warrants that it has studied and is thoroughly familiarized with the requirements and specifications of the Contract in their entirety. This includes familiarity with the Contract Documents attached to the RFP, with all current equipment, labor, material market conditions, and with applicable laws, such that the Bidder accepts responsibility for and is prepared to execute and shall completely fulfill all obligations under the Contract.
- 9.6.2 By submitting a Proposal, the Bidder also accepts that it will not make any claim for or have any right to damages because of any misinterpretation or misunderstanding of the Contract, or because of any information, which is known or should have been known to the Bidder.

10 ATTACHMENTS

All attachments listed below form an integral part of this RFP and will be provided to Bidders as separate files in pdf format:

- Appendix 1 - Terms of Reference
- Appendix 2 - Contractual Terms and Conditions
- Appendix 3 - Formats